

Corrective Action Plan (C.A.P.): Goal 3

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Goal 3: Services meet the expectations of the Maricopa County Case Management and Clinical Team Services Plan.					
Strategy 1 Devise a process for building staff competency and capacity to provide case management according to the Maricopa County Case Management and Clinical Team Services Plan	<u>Action Step 1</u> Fill staff vacancies for case management, clinical liaison, rehabilitation, medical staff and other staff necessary for the assessments and treatment plans to be conducted in the required format and according to the identified schedule. ValueOptions will reduce the staff vacancy rate for case managers and clinical liaisons to less than 10%. Ratios of case managers to consumers will not exceed the ratios identified in the Maricopa County Case Management and Clinical Team Services Plan for Assertive (1 Staff member for each 12 consumers), Supportive (1:30) and Connective Teams (1:70).	ADHS ValueOptions	Begin 9/23/04 Complete 11/1/04	Weekly Clinical Site Vacancy Report and Ratio Report will indicate that the vacancy rate for case managers and clinical liaisons is less than 10%.	

Corrective Action Plan (C.A.P.): Goal 3

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 1	Action Step 2 Enhance both the individual and team competency level of all staff providing case management and clinical team services for adults with serious mental illness in Maricopa County.	ValueOptions	Begin 10/15/04 Complete 12/15/04	Needs to be developed in accordance with the Maricopa County Case Management and Clinical Team Services Plan	
Strategy 1	Action Step 3 Increase the level of involvement and participation by clinical team members (client, nurse, physician, case manager, and vocational specialist, if needed) for priority members at the 5 clinic sites, in accordance with Appendix C item 2.	ValueOptions	Begin 10/15/04 Complete 4/29/05	85% compliance on Appendix C item 2.	